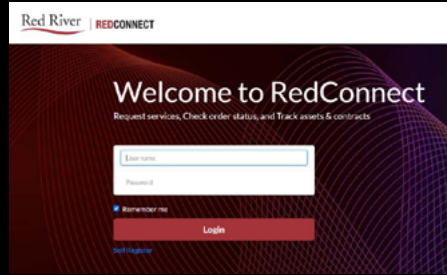


## REDCONNECT CUSTOMER PORTAL

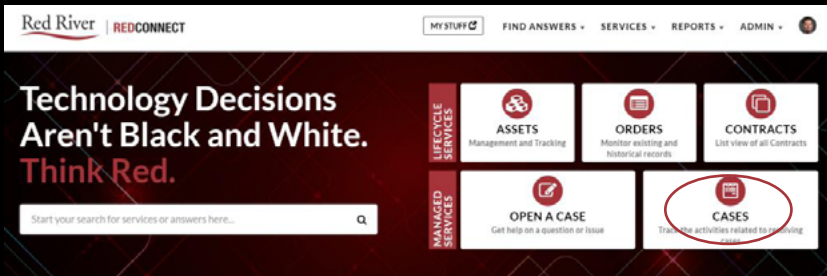
### ACCESSING THE CUSTOMER PORTAL

1. Navigate to <https://redconnect.redriver.com>
2. Enter your username and password
3. You will be prompted to reset your password upon first logging in



### CHECKING TICKET STATUS

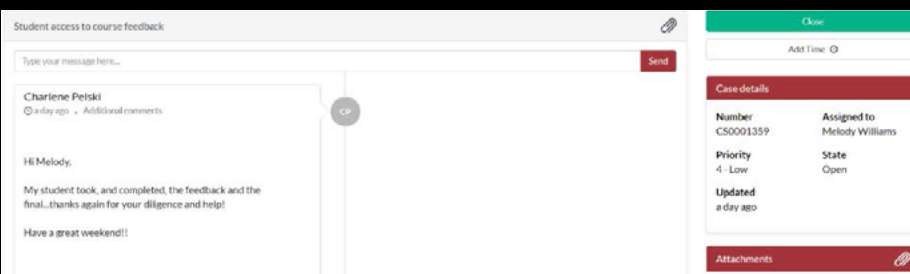
1. Click on the Cases widget to view ticket status. Tickets are broken out by category: Case, Incident, Change Request, Service Requests, and Problems



2. Click on the tab for the ticket types to view. The populated list will show all open and closed tickets for that category

Number	Contact	Account	State	Short Description	Product	Priority	Updated
CS0001359		Workforce Development ASC	Open	Student access to course feedback		4 - Low	2021-01-09 13:42:35
CS0001428			Open	Need vCPU/Mem and disk info per VM for the Cisco UCM		3 - Moderate	2021-01-08 18:39:44

3. Double click on the line to load details of the ticket. Ticket details and notes associated with the ticket will be viewable
4. Enter a comment within the ticket under the Activity Section of the ticket.



## QUICK KEYWORD SEARCH

Enter details into the keyword search area to list all tickets that contain the keyword or ticket number.

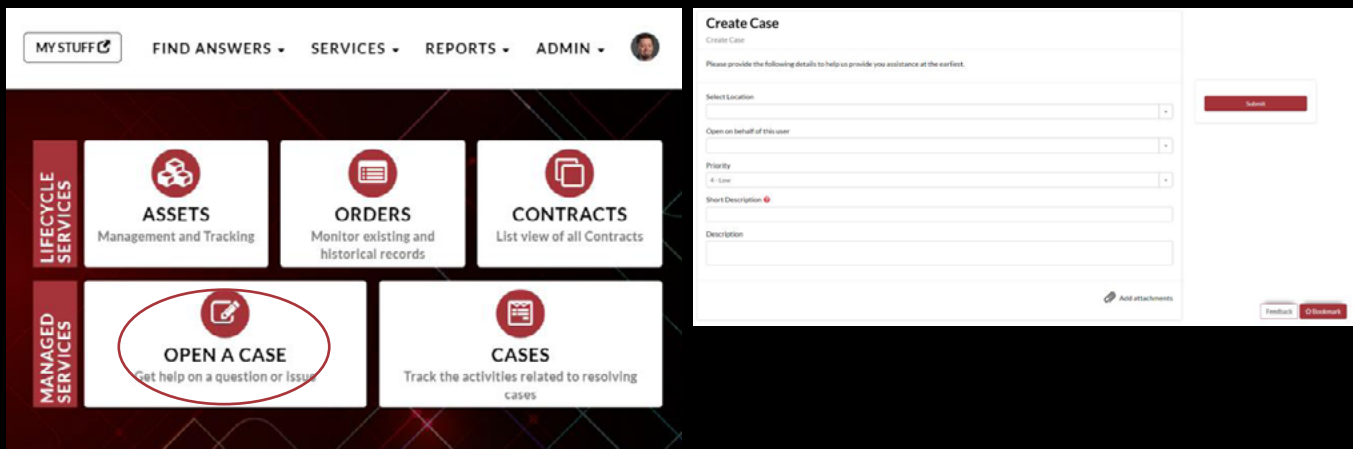
1. Enter in keyword in the search box within the ticket list



## OPENING A NEW TICKET

Open a new Case to be sent to the Service Desk

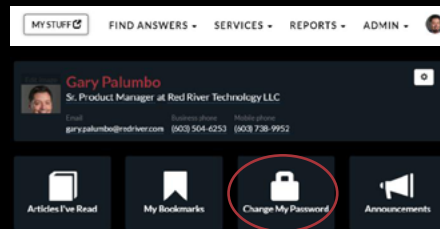
1. Click on the Open a Case widget to create a new service desk ticket
2. Complete all fields
3. Upload any attachments if necessary
4. Click Submit to create the case and send to the service desk



## RESET PASSWORD

Reset and/or change portal password

1. Click on My Stuff to load user preferences.
2. Within user preferences, click the Change My Password widget to update the password.



## ADDITIONAL SEARCH OPTIONS

1. Conduct a quick search of all tickets or knowledge bases by entering in keywords in the search bar from the home screen.

